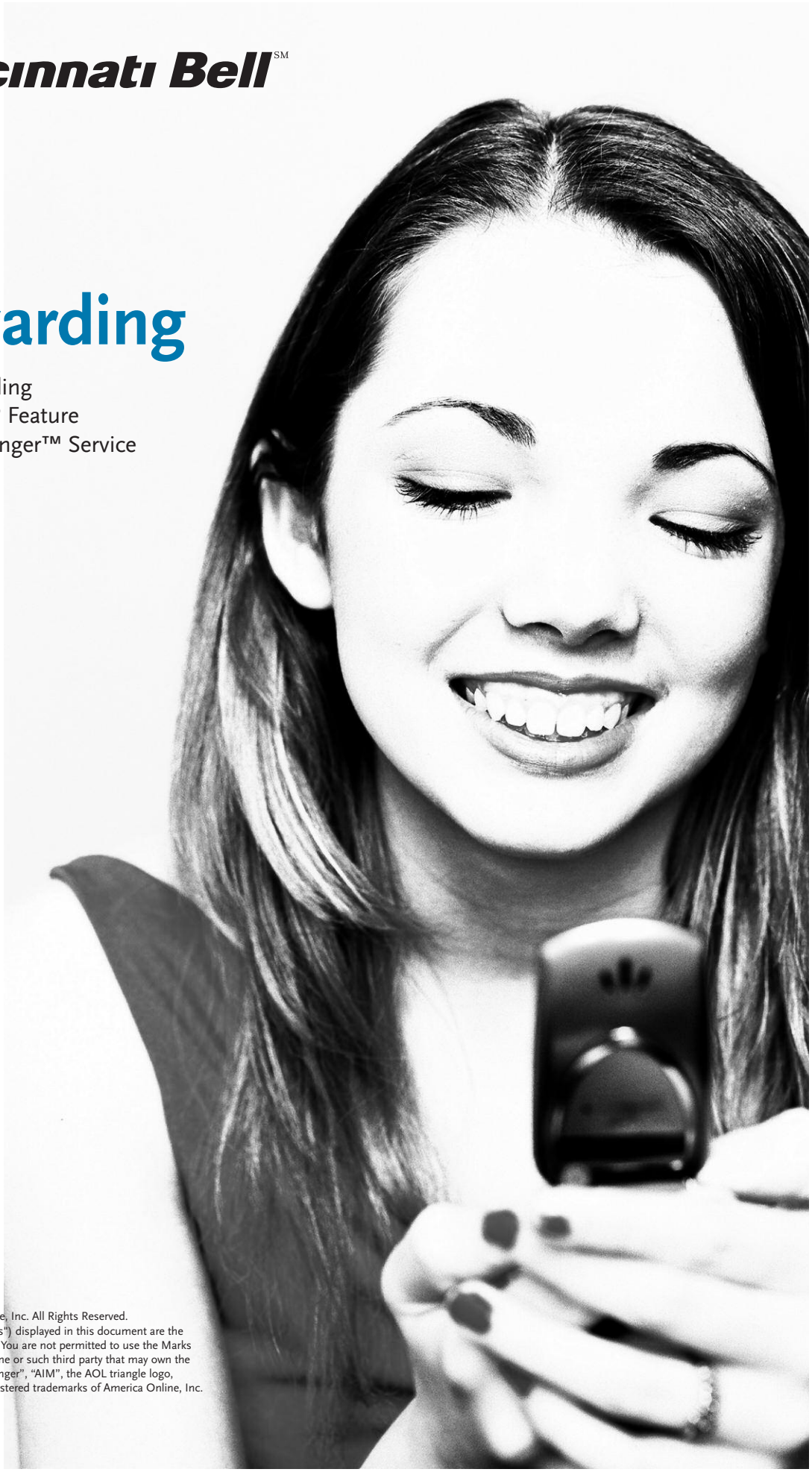
Cincinnati Bell℠

AOL® Mobile Services

IM Forwarding

Instant Message Forwarding
for the AOL® Buddy List® Feature
and AOL® Instant Messenger™ Service



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Contents

Overview 2

Getting Started 2

How IM Forwarding Works 3

Registering for IM Forwarding 3

Registering Using the Web. 4

Registering Using AOL 4

Registering Using AIM. 4

Registering Using Your Mobile Phone or Device. 4

What If I Do Not Receive My Confirmation Code? 4

Activating IM Forwarding 4

The Mobile Device Icon 5

Two-way Mobile Device Icon. 5

One-way Mobile Device Icon. 5

Receiving Instant Messages 5

Disabling IM Forwarding 6

Disabling IM Forwarding Using Your Personal Computer 6

How to Register for IM Forwarding From Your Mobile Device. 7

Replying to Instant Messages 7

Conversation Short Codes 8

Signing On to Full Service Mobile AIM 8

Signing On 8

Signing Off 8

Unregistering Your Mobile Phone Number 9

Recycling Your Mobile Phone Number 9

Overview

IM Forwarding is an easy way to continue receiving instant messages when you are away from your personal computer. After registering your mobile phone number and activating IM Forwarding, instant messages sent to your Screen Name will be automatically forwarded to your mobile phone as text messages.

IM Forwarding is activated when you sign off AOL® or AOL® Instant Messenger™, select "Forward to Mobile" from the Away menu of your Buddy List® feature, or your personal computer goes idle. When IM Forwarding is activated:

- Your Screen Name appears online to your buddies.
- IMs are forwarded to your mobile phone through your text messaging service.
- You can quickly respond to IMs from your Cincinnati Bell wireless phone with our messaging & media plans.

In addition to IM Forwarding, Cincinnati Bell offers AOL's Mobile AIM via Text Messaging service. With Mobile AIM you are able to:

- Reply to instant messages.
- Start a conversation from your mobile phone.
- See who is online.
- Set phone alerts to know when buddies come online.
- Block messages from a Screen Name.
- Manage the Mobile Device group in your Buddy List feature.

For more information see the separate user guide on "Mobile AIM via Text Messaging" or contact AOL Mobile customer support at 866-265-3019.

Important: Although AOL will not charge you directly for using IM Forwarding, you will be charged for text messaging services according to your Cincinnati Bell's subscription or pay-per-use messaging rates.

Getting Started

To register for the IM Forwarding service, you must have the following:

- A Screen Name. You already have a Screen Name if you use AOL®, AIM, Netscape® or CompuServe® 2000. If you need a new Screen Name, get one free at *http://www.aim.com* or get an AOL account at *www.aol.com*.
- A mobile phone that supports text messaging.
- Text messaging service through Cincinnati Bell.

The instructions in this user guide assume that you know how to send and receive text messages using your mobile phone. Consult the user manual or the Cincinnati Bell User Guide provided with your mobile phone for detailed instructions on using text messaging (also known as Short Messaging Service or SMS).

For more information on text messaging services and plans, visit *www.cincinnatibell.com*.

How IM Forwarding Works

AOL's IM Forwarding service uses the text messaging service on your mobile phone to deliver messages to your Screen Name. Receiving instant messages is like receiving text messages. If you have ever received and viewed a text message on your mobile phone, you already know how this works.

There are two types of IM Forwarding service: two-way and one-way. Cincinnati Bell offers two-way service and allows you to receive and reply to messages, and start new conversations. With one-way service you only are able to receive messages on your mobile phone, but cannot reply.

When IM Forwarding is activated, your Screen Name will appear in your friends' Buddy List windows with a mobile icon next to it indicating your capability:

Two-way Mobile Device Icon
This icon indicates that AOL's two-way Mobile AIM service is supported and the buddy should be able to respond to messages.

One-way Mobile Device Icon
This icon indicates that AOL's two-way Mobile AIM service is not supported and the buddy cannot to respond to messages.

When IMs are forwarded to your phone, you will receive text messages in your Inbox from special short codes assigned by your wireless service provider. These short codes act as channels that are used to communicate with other instant messaging users. By opening the text message, you can read the sender's Screen Name and their message.

With two-way IM Forwarding service, you can respond to IMs using the same short code that was used to deliver the message to you. These short codes are temporarily assigned to users who send messages to you. (See "Replying to Instant Messages.")

Note: Short codes are assigned by your wireless service provider. For more information see "Using Short Codes for Conversations."

Registering for IM Forwarding

In order to enable IM Forwarding, you must register your mobile phone number with your Screen Name. You can register from your mobile phone or device. You also can register your phone using AOL 8.0 Plus, AOL 9.0 Optimized, AIM Version 5.2 and later, or the My Devices feature of the AOL MyMobile Web site at *http://mymobile.aol.com*.

As part of the IM Forwarding setup process, a confirmation code is sent to your phone as a text message to confirm that your mobile phone will support incoming text messages. For more information, see "What If I Do Not Receive My Confirmation Code?"

Registering Using the Web

To register for IM Forwarding from the Web, visit the AOL MyMobile Web Site at *http://mymobile.aol.com*.

Registering Using AOL

To register for IM Forwarding using AOL 8.0 Plus or 9.0 Optimized, go to your Buddy List window and select **Setup**.

Registering Using AIM

To register for IM Forwarding using AIM Version 5.2 or later:

1. From your **Buddy List** window, select the **Prefs** button.
2. From the **Category list**, select **IM/Chat**.
3. Select the **Mobile AIM** or **IM Forwarding** button.

Registering Using Your Mobile Phone or Device

For instructions on registering using your mobile device, please refer to section "How to Register for IM Forwarding from your mobile device."

What If I Do Not Receive My Confirmation Code?

As part of the IM Forwarding registration process, a confirmation code is sent to your device within a text message. If you do not receive your code immediately, there may be a network delay in delivering text messages. Select **Confirm Later** and wait until you receive your code. Once you receive your confirmation code, step through the setup process again, and enter the confirmation code when prompted.

If you do not receive a confirmation code after an extended period of time, step through the setup process again. If you never receive a confirmation code, either you do not have text messaging service or your phone may not be capable of receiving text messages. Check with your wireless service provider for more information.

Note: If you have recently changed your wireless service provider but retained your mobile number, your new provider may not be supported for Wireless Number Portability. Please contact AOL Mobile Customer Support at 866-265-3019.

Activating IM Forwarding

After you register for IM forwarding, the service is automatically activated whenever you sign off AOL, you choose "Forward to Mobile" from the Away menu of your Buddy List feature, or your personal computer goes idle.

Once IM Forwarding is activated, your instant messages are forwarded to your mobile phone as text messages that will arrive in your Inbox. If your mobile phone is not turned on, your messages will be delivered when you turn on your phone again.

The Mobile Device Icon

When you are using your Buddy List on the AOL service, you will notice a Mobile Device icon next to the Screen Names of your buddies that are using mobile phones: Similarly, when IM Forwarding is activated, your Screen Name appears as “online” on your friends’ Buddy Lists, and a mobile device icon is displayed next to your name to indicate that you are using a mobile phone. The mobile device icon also indicates whether you are using one-way or two-way text messaging.

Two-way Mobile Device Icon

When this icon is displayed next to a Screen Name or mobile phone number in the Buddy List window, it indicates that AOL's two-way Mobile AIM service is supported and the user should be able to respond to messages from their mobile phone.

One-way Mobile Device Icon

When this icon is displayed next to a Screen Name or mobile phone number in the Buddy List window, it indicates that AOL's two-way Mobile AIM service is not supported by their wireless service provider and the user cannot to respond to messages from their mobile phone.

Receiving Instant Messages

When an instant message is forwarded to you, it comes to your phone as a text message. Navigate to your Inbox to find it. Inside the text message is the identity of the sender and their message, which arrives similar to this format:

Date
Time
aolim@aol.com/
AOL IM From
ScreenName: message

You can reply directly to the message. Your response will be delivered to your buddy as an instant message.

Text messages typically are limited to 160 characters. Instant messages longer than the maximum characters your phone can handle are delivered as multiple text messages.

Call Cincinnati Bell Customer Care at 888-391-3925 for more information on your phone's text messaging capabilities and your wireless service plan.

Disabling IM Forwarding

You can disable IM Forwarding using your personal computer, or using the Unregister and Recycle features from your mobile phone.

Disabling IM Forwarding Using Your Personal Computer

To disable IM Forwarding from your personal computer you can use the AOL MyMobile Web site, AOL 8.0 Plus, AOL 9.0 Optimized, or AIM Version 5.2 and later.

Using the MyMobile Web Site

1. Sign On to *http://mymobile.aol.com*
2. Select the mobile device on which IM Forwarding is enabled.
3. Go to **Mobile AIM** and select **Turn Off**.
4. On the **Turn Mobile AIM Forwarding Off** window, select **Continue**.

Using AOL 8.0 Plus or 9.0 Optimized

1. On your **Buddy List** window, select **Setup**.
2. On the **Mobile AIM Forwarding Setup** window, uncheck the box for **Forward IMs to**.
3. Select **Continue**.
4. On the **IM Forwarding Setup Complete** window, select **My Mobile** or **Close**.

Using AIM version 5.2 and later

1. On your **Buddy List** window select the **Prefs** button.
2. On the **Category** list, select **IM/Chat**.
3. Select the **IM Forwarding** button.
4. Sign in using the Screen Name Service.
5. On the **Mobile AIM Forwarding Setup** window, uncheck the box for **Forward IMs to**.
6. Select **Continue**.
7. On the **IM Forwarding Setup Complete** window, select **My Mobile** or **Close**.

How to Register for IM Forwarding From Your Mobile Device

You can register your mobile phone number and turn on IM Forwarding from your mobile phone.

To register your mobile phone number and turn on IM Forwarding from your mobile phone for a specified Screen Name:

1. Open a new text message.
2. Type your AOL or AIM **Screen Name** and **Password**.
   If your AOL Screen Name is associated with a SecureID, use an AIM Screen Name that is not the same as your AOL Screen Name.
3. **Send** the message to short code **265023**.
4. You will receive a text message with a menu:
   AIM Menu: To manage IM Forwarding, reply with a number.
   1. Turn On.
   2. Turn Off.
   3. Terms and Conditions
   4. Help.
5. Select **Reply** and type the number **1** in the message.
6. **Send** the message.
7. You will receive a message asking you to reply to the terms of service with a yes or no answer. After you reply with a yes, the service will be turned on.

You can turn off IM Forwarding from your mobile phone:

1. Open a new text message.
2. Type your AOL or AIM **Screen Name** and **Password**.
3. **Send** the message to short code **265023**.

Replying to Instant Messages

When you receive a message on your phone, you can reply to that message by following these steps:

1. Open the message.
2. Select the reply function on your phone.
3. Type your message
4. Send the message to the short code that is assigned to the conversation.

Mobile AIM uses “channels” of short codes to send messages back and forth. A “short code” is a special number assigned by a wireless service provider to perform a specific action. For Mobile AIM, short codes are temporarily assigned as “channels” for conversations. These short codes are recycled as you have more conversations. A short code that was used for a conversation with a specific user will not necessarily be the same short code you will use for a conversation with that same user at a later time. Please respond promptly to messages to insure that your message reaches the intended Screen Name.

Conversation Short Codes	Channel Name Short Code
AIM-Unlisted1	265080
AIM-Unlisted2	265081
AIM-Unlisted3	265082
AIM-Unlisted4	265083
AIM-Unlisted5	265084
AIM-Unlisted6	265085
AIM-Unlisted7	265086
AIM-Unlisted8	265087
AIM-Unlisted9	265088
AIM-Unlisted10	265089

Signing On to Full Service Mobile AIM

To enjoy more features of mobile instant messaging service, sign on to Full Service Mobile AIM Using Text Messaging. For more information see the separate user guide about this service.

Signing On

To sign on to Full Service Mobile AIM Using Text Messaging, follow these steps:

1. Open a new text message.
2. Type your **Screen Name** and **Password**, separated by a space. Your Screen Name cannot include spaces, and passwords are case-sensitive. Use this format:

   ScreenName(space)password

3. **Send** the text message to short **265000**.
4. If you have never previously signed on to AOL's Mobile AIM services with your Screen Name, a Mobile Device group will be created in your Buddy List feature. A selection of your current buddies will be copied into this Mobile Device group and assigned short codes that you will use to communicate with them. This selection typically will be twenty-five of your most current buddies.

   The Mobile Device group on your mobile phone is limited to thirty buddies. You can add and delete buddies in this Mobile Device group from your mobile phone using the AIM Add and AIM Delete features of Full Service Mobile AIM. You also can edit your Mobile Device group using AOL Instant Messenger or your Buddy List feature on your personal computer.

5. You will receive a text message listing your buddies who are online. Depending on how many buddies are in your Mobile Device group, you may receive more than one message.

Signing Off

To stop receiving messages, can sign off from the service:

1. Open a new text message.
2. Type an "**A**" if your mobile phone does not allow blank messages.
3. **Send** the message to short code **265001**.
4. You will receive a text message confirming that you have signed off.

Unregistering Your Mobile Phone Number

You can unregister your mobile phone number so that you will no longer receive instant messages through IM Forwarding. Unregistering will stop all AOL mobile services that associate a Screen Name with your mobile phone number, including IM Forwarding and Alerts and Reminders. To unregister, follow these steps:

1. Open a new text message.
2. Type an "**A**" in the message if your mobile phone will not send blank messages.
3. **Send** the message to short code **265021**.

Recycling Your Mobile Phone Number

Recycling unregisters your mobile phone number from all AOL mobile services, and also opts you back in to receiving IMs that are addressed to your mobile phone number. This is useful if you get a new mobile phone number and want to reset your connections with AOL Services. This will prevent receiving messages addressed to someone else that previously had your number.

To recycle your mobile phone number, follow these steps:

1. Open a new text message.
2. Type an "**A**" in the message if your mobile phone will not send blank messages.
3. **Send** the message to short code **265022**.

Note: When you recycle, the block list for your mobile phone number also is cleared, allowing users previously blocked from sending IMs to begin sending them again.